

# Adeshina S. Lawal

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## Professional Summary

IT Support Specialist with over two years of experience in technical support and IT service management. Skilled in diagnosing and resolving hardware, software, and network issues, ensuring high user satisfaction. Proficient in motion graphics design, combining technical expertise with creativity to produce engaging visual content. A proactive team player passionate about technology and continuous improvement, delivering effective solutions in fast-paced environments.

## Education

Bachelor of Science in Computer Science  
Federal University Lokoja, Lokoja, Nigeria  
Graduated: October, 2023

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## Professional Experience

IT Support Specialist  
Ibadan Electricity Distribution Company, Ibadan , Oyo State  
March, 2024 - Present

- Deliver exceptional technical support to a diverse user base and effectively troubleshooting hardware, software, and network issues to achieve a substantial first-call resolution rate.
- Performs hardware and software installations, including configuration of work tools.

- Collaborate with IT team to conduct regular system maintenance and software updates, ensuring robust security measures and compliance with industry standards.

## Motion Graphics Designer

YOUDEVHUB, Lokoja , Kogi State

May, 2021 - February 2024

- Conceptualize and produce dynamic motion graphics and animations, enhancing marketing campaigns and educational materials.
- Collaborates with team to understand project objectives, delivering visually compelling content that aligns with brand identity and objectives, resulting in a 83% increase in engagement metrics.
- Utilization of Blender, Adobe After Effects and Premiere Pro to create high-quality animations and promotional videos, consistently meeting project deadlines and maintaining a high standard of creativity and technical excellence.

## IT

Kogi State Polytechnic, Lokoja, Kogi State

March, 2022 - August, 2022

- Assisted senior IT staff in diagnosing and resolving technical issues for internal teams and clients, contributing to a [number]-hour average resolution time.
  - Supported the installation and configuration of network infrastructure, including routers and switches, gaining hands-on experience with enterprise-level systems.
  - Authored comprehensive user documentation and training materials for software applications, significantly improving onboarding efficiency for new employees.
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## **Technical Skills**

- Operating Systems: Windows, macOS
  - Networking: TCP/IP, DNS, DHCP, VPN configuration
  - Software: Microsoft Office Suite, Help Desk Software, Adobe Creative Suite, Blender
  - Programming Languages: Python, Java, SQL
  - Tools: Active Directory, Remote Desktop
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## **References**

Available upon request.